

# **APPENDIX D**

**July, 2001**

## APPENDIX D

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**STATISTICAL ANALYSIS****A. Statistical Methodologies:**

The Performance Assurance Plan uses statistical methodologies as one means to determine if “parity” exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon PA. For performance measures where “parity” is the standard and sufficient sample size exists, Verizon PA will use the “modified Z statistic” proposed by a number of CLECs who are members of the Local Competitors User Group (“LCUG”). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

| Counted Variables:  | Measured Variables:  |
|---|--|
| $Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}(1 - P_{INC})\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$ | $t = \frac{\bar{X}_{INC} - \bar{X}_{CLEC}}{\sqrt{S^2_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$ |

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed

Definitions:

Counted Variables are metrics of proportions, such as percent measures.

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

$\bar{X}$  is defined as the average performance or mean of the sample.

S is defined as the standard deviation.

n is defined as the sample size.

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

<sup>1</sup> For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

**B. Sample Size Requirements:**

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both Verizon and the CLEC is 30. For counted variables, both  $n_{\text{INC}}p_{\text{INC}}(1-p_{\text{INC}})$  and  $n_{\text{CLEC}}p_{\text{CLEC}}(1-p_{\text{CLEC}})$  must be greater than or equal to 5. When the sample size requirement is not met, Verizon PA will do the following:

1. If the performance for the CLEC is better than Verizon PA’s performance, no statistical analysis is required.
2. If the performance is worse for the CLEC than Verizon PA, Verizon PA will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test is not calculable in a manner tied to the performance reporting spreadsheets.
3. If the t or binomial distribution show an “out of parity” result, Verizon will run the permutation test..
4. If the permutation test shows an “out of parity” condition, Verizon PA will perform a root cause analysis to determine cause. If the cause is the result of “clustering” within the data, Verizon PA will provide documentation

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demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon PA troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon PA will identify such behavior and work with the respective CLEC on corrective action.

**C. Verizon Exceptions Process:**

1. A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles, *etc.*) are clustered together as one single event. This being the case, Verizon PA will have the right to file

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an exception to the performance scores in the Performance Assurance Plan if the following events occur:

- a. **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon PA may provide data demonstrating that all troubles within that failure, including Verizon PA troubles were resolved in an equivalent manner. Verizon PA also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon PA. The remaining troubles will be compared according to normal statistical methodologies.
- b. **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon PA will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon PA will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.
- c. **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon PA will provide the data demonstrating that the activity is on that day. Verizon PA will compare that single day's

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performance for the CLEC to Verizon PA's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

- d. **CLEC Action:** If performance for any measure is impacted by unusual CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders where extended due dates are desired, and delays in rescheduling appointments when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detailed documentation of the events and notify the individual CLEC and the Commission.

**2. Documentation:**

Verizon PA will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon PA and CLEC performance. For cable failures, Verizon PA will provide appropriate documentation detailing all other troubles associated with that cable failure.

**APPENDIX D****Page 6****3. Timeline for Exceptions Process:**

The following is an example illustrating the timeline for the Exception Process.

| <b>Action</b>  | <b>Date</b>                     |
|--|---------------------------------|
| January Performance Reports  | February 28 <sup>th</sup>       |
| Credits Processed for January Performance                              | Beginning March 4 <sup>th</sup> |
| Verizon Files Exceptions on January Performance                        | March 18 <sup>th</sup>          |
| CLEC and other interested parties Files Reply to<br>Verizon Exceptions | April 4 <sup>th</sup>           |
| Commission Issues Ruling on Exceptions                                 | April 18 <sup>th</sup>          |
| February Performance Reports   | March 28 <sup>th</sup>          |
| March Performance Reports  | April 28 <sup>th</sup>          |

# **APPENDIX E**

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**APPENDIX E****Page 1****Mode of Entry Bill Credit Mechanism**

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1. For each MOE measure with a “parity” standard: Calculate Z or t score or perform permutation test (for small samples).<sup>1</sup>
2. Convert Z, t or permutation equivalent score and the performance difference to a performance score pursuant to the following table:

|                                |         |                                    |                                 |
|--------------------------------|---------|------------------------------------|---------------------------------|
|                                |         |                                    |                                 |
| All Parity Measures            | >-1.645 | Parity                             | Parity                          |
| All Percent Measures           | ≤-1.645 | 0.1 to < 5<br>Percentage<br>Points | 5 to 15<br>Percentage<br>Points |
| Network Trouble Report<br>Rate | ≤-1.645 | 0.10 to 0.25                       | > 0.25 to 2.0                   |
| Average Delay Days             | ≤-1.645 | 0.10 to 1                          | >1                              |
| Mean Time to Repair            | ≤-1.645 | 0.10 to 2                          | >2                              |

3. For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (See Appendix C.)
4. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (See Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in

<sup>1</sup> When “no activity occurs” in a metric the performance measure and its weight will be excluded from performance score.

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that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.<sup>2</sup>

5. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate what will be paid to each CLEC if Verizon PA's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

6. For example, assume the first two steps of the UNE Bill Credit Table were as follows:

| Score     | Mon. \$     | Mon. Vol. | Mon. Rate |
|-----------|-------------|-----------|-----------|
| -0.30253  | \$961,042   | 100,000   | \$9.61    |
| -0.32878- | \$1,059,611 | 100,000   | \$10.59   |

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a \$48,050 Bill Credit ( $\$9.61 \times 5,000 = \$48,050$ ).

### 8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been

<sup>2</sup> The measurement units for UNEs, Resale and DSL are lines in service. For Interconnection, it is minutes in use.

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established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

# **APPENDIX F**

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## Critical Measures Performance Scoring

- A. The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.*, when aggregate CLEC performance falls below standard for a critical measure.

1. **Calculate the total dollars available for Bill Credits per critical measure per month.**

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount for a -1 performance score to 100% of the monthly maximum amount for a -2 performance score. A sample table appears below for performance differences and performance scores where the maximum monthly amount for the measure is \$231,184.

**Table F-1-1**  
**Allocation of Dollars for Critical Measures**  
**Percent Measures with Statistical Evaluation Standards**

| <u>Performance Difference</u> |           | <u>Statistical Score</u> | <u>Performance Score</u> | <u>Increment</u> | <u>Dollars</u> |
|-------------------------------|-----------|--------------------------|--------------------------|------------------|----------------|
| <u>From</u>                   | <u>To</u> |                          |                          |                  |                |
|                               | <0.1%     | ≤-1.645                  | 0                        | 0%               | \$0            |
| 0.1%                          | <0.5%     | ≤-1.645                  | -1.0                     | 50%              | \$115,592      |
| 0.5%                          | <1.0%     | ≤-1.645                  | -1.1                     | 55%              | \$127,151      |
| 1.0%                          | <1.5%     | ≤-1.645                  | -1.2                     | 60%              | \$138,711      |
| 1.5%                          | <2.0%     | ≤-1.645                  | -1.3                     | 65%              | \$150,270      |
| 2.0%                          | <2.5%     | ≤-1.645                  | -1.4                     | 70%              | \$161,829      |
| 2.5%                          | <3.0%     | ≤-1.645                  | -1.5                     | 75%              | \$173,388      |
| 3.0%                          | <3.5%     | ≤-1.645                  | -1.6                     | 80%              | \$184,947      |
| 3.5%                          | <4.0%     | ≤-1.645                  | -1.7                     | 85%              | \$196,507      |
| 4.0%                          | <4.5%     | ≤-1.645                  | -1.8                     | 90%              | \$208,066      |
| 4.5%                          | <5.0%     | ≤-1.645                  | -1.9                     | 95%              | \$219,625      |
| ≥5.0%                         |           | ≤-1.645                  | -2.0                     | 100%             | \$231,184      |

**Table F-1-2**  
**Allocation of Dollars for Critical Measures**  
**Measures with 95% Standards <sup>1</sup>**

| <u>% Performance</u> |           | <u>Performance</u> | <u>Increment</u> | <u>Dollars</u> |
|----------------------|-----------|--------------------|------------------|----------------|
| <u>From</u>          | <u>To</u> | <u>Score</u>       |                  |                |
|                      | ≥ 95.0    | 0                  | 0%               | \$0            |
| < 95.0               | ≥ 94.5    | -1.0               | 50%              | \$115,592      |
| < 94.5               | ≥ 94.0    | -1.1               | 55%              | \$127,151      |
| < 94.0               | ≥ 93.5    | -1.2               | 60%              | \$138,711      |
| < 93.5               | ≥ 93.0    | -1.3               | 65%              | \$150,270      |
| < 93.0               | ≥ 92.5    | -1.4               | 70%              | \$161,829      |
| < 92.5               | ≥ 92.0    | -1.5               | 75%              | \$173,388      |
| < 92.0               | ≥ 91.5    | -1.6               | 80%              | \$184,947      |
| < 91.5               | ≥ 91.0    | -1.7               | 85%              | \$196,507      |
| < 91.0               | ≥ 90.5    | -1.8               | 90%              | \$208,066      |
| < 90.5               | ≥ 90.0    | -1.9               | 95%              | \$219,625      |
| < 90.0               |           | -2.0               | 100%             | \$231,184      |

2. **The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

Pursuant to table F-1-1, \$115,592 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1<sup>2</sup>

3. **Determine which CLECs qualify for the market adjustment.**

For measures where the statistical score is used, the cutoff point for qualification is Verizon PA's score on the critical measure +/- one sampling error (based upon the Verizon PA sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon PA's performance was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

<sup>1</sup> For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

<sup>2</sup> When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

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4. **Calculate the individual market adjustments for qualified CLECs.**
  - a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.
  - b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.
  - c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.
- B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score  $\leq -1$  for two consecutive months:
  1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final performance score equal to or less than -1 on any of the measures included in the critical measurements for the applicable month.
  2. Determine each CLECs Bill Credit Adjustment base. The CLECs individual performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.
  3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.*, lines in services) to determine the amount to be credit to the CLEC for that critical measure.

# **APPENDIX G**

**July, 2001**



| Verion PA 271 Backslide Report   |   | Month |      |              |      |                       |                |            |  |             |             |     |             |
|--|---|-------|------|--------------|------|-----------------------|----------------|------------|--|-------------|-------------|-----|-------------|
| Pre-Ordering   |   | VZ    | CLEC | UNE          |      |                       |                |            |  | Diff.       | Perf. Score | Wgt | Wgtd. Score |
| PO-1-01-6020   | Customer Service Record - EDI   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-01-   | Customer Service Record - CORBA   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-01-   | Customer Service Record - WEB GUI                                       |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-02-6020   | Due Date Availability - EDI   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-02-   | Due Date Availability - CORBA   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-02-   | Due Date Availability - WEB GUI   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-03-6020   | Address Validation -EDI   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-03-   | Address Validation - CORBA  |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-03-   | Address Validation - WEB GUI  |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-04-6020   | Product and Service Availability - EDI                                  |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-04-   | Product and Service Availability - CORBA                                |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-04-   | Product and Service Availability - WEB GUI                              |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-05-6020   | Telephone Number Availability and Reservation - EDI                     |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-05  | TN Availability and Reservation - CORBA                                 |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-1-05  | TN Availability and Reservation - WEB GUI                               |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-2-02-6020   | OSS Interface Availability - Prime - EDI                                |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-2-02-   | OSS Interface Availability - Prime - CORBA                              |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-2-02-   | OSS Interface Availability - Prime - WEB GUI                            |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-3-02-3000   | % Answered within 30 Seconds - Ordering                                 |       |      |              |      |                       |                |            |  |             |             |     |             |
| PO-3-04-3000   | % Answered within 30 Seconds - Repair                                   |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR   | Ordering  |       |      | Observations |      |                       |                |            |  |             |             |     |             |
| OR-1-02-3320   | % On Time LSRC - Flow Through - POTS - 2hrs                             |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-1-04-3100   | % OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS         |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-1-04-3200   | % OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials     |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-1-06-3320   | % On Time LSRC/ASRC - Facilities check (Electronic) - POTS              |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-1-06-3200   | % On Time LSRC/ASRC - Facilities check (Electronic) - Specials          |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-2-02-3320   | % On Time LSR Reject - Flow Through - POTS                              |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-2-04-3320   | % OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS       |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-2-04-3200   | % OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)- Specials |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-2-06-3320   | % On Time LSR/ASR Reject-Facilities check (Electronic) - POTS           |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-2-06-3200   | % On Time LSR/ASR Reject-Facilities check(Electronic) - Specials        |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-4-09-3000   | % SOP to Bill Completion Sent w/in 3 Business Days                      |       |      |              |      |                       |                |            |  |             |             |     |             |
| OR-5-03-3112   | % Flow Through - Achieved - POTS & Specials                             |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR   | Provisioning  | VZ    | CLEC | VZ           | CLEC | VZ Standard Deviation | Sampling Error | Stat Score |  |             |             |     |             |
| PR-3-08-3142   | % Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other             |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-3-09-3142   | % Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other                |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-01-3200   | % Missed Appointment - VZ - Total - Specials                            |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-01-3510   | % Missed Appointment - VZ - Total - EEL                                 |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-01-3530   | % Missed Appointment - VZ - Total - IOF                                 |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-02-3100   | Average Delay Days - Total - POTS                                       |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-02-3200   | Average Delay Days - Total - Specials                                   |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-04-3140   | % Missed Appointment - VZ - Dispatch - Platform                         |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-04-3113   | % Missed Appointment - VZ - Dispatch - New Loop                         |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-4-05-3140   | % Missed Appointment- VZ - No Dispatch - Platform                       |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-5-01-3100   | % Missed Appointment - Facilities - POTS                                |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-5-01-3200   | % Missed Appointment - Facilities - Specials                            |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-5-02-3100   | % Orders Held for Facilities > 15 days - POTS                           |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-5-02-3200   | % Orders Held for Facilities > 15 days - Specials                       |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-6-01-3121   | % Installation Troubles within 30 days - POTS Other                     |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-6-01-3200   | % Installation Troubles within 30 days - Specials                       |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-6-02-3520   | % Installation Troubles within 7 days - Hot Cut                         |       |      |              |      |                       |                |            |  |             |             |     |             |
| PR-9-01-3520   | % On Time Performance - Hot Cut   |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR   | Maintenance & Repair  |       |      |              |      |                       |                |            |  | Diff.       |             |     |             |
| MR-1-01-2000   | Average Response Time - Create Trouble                                  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-1-03-2000   | Average Response Time - Modify Trouble                                  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-1-04-2000   | Average Response Time - Request Cancellation of Trouble                 |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-1-06-2000   | Average Response Time - Test Trouble (POTS only)                        |       |      |              |      |                       |                |            |  |             |             |     |             |
|  |   |       |      |              |      |                       |                |            |  | Stat. Score |             |     |             |
| MR-2-01-3200   | Network Trouble Report Rate - Specials                                  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-2-02-3112   | Network Trouble Report Rate - Loop (POTS)                               |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-3-01-3112   | % Missed Repair Appointments - Loop                                     |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-3-02-3100   | % Missed Repair Appointments - Central Office                           |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-4-01-3200   | Mean Time to Repair - Specials  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-4-02-3112   | Mean Time to Repair - Loop Trouble                                      |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-4-03-3100   | Mean Time to Repair - CO Trouble  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-4-08-3100   | % Out of Service > 24 Hours - POTS                                      |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-4-08-3200   | % Out of Service > 24 Hours - Specials                                  |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-5-01-3100   | % Repeat Reports w/in 30 days - POTS                                    |       |      |              |      |                       |                |            |  |             |             |     |             |
| MR-5-01-3200   | % Repeat Reports w/in 30 days - Specials                                |       |      |              |      |                       |                |            |  |             |             |     |             |
| BI   | Billing   |       |      |              |      |                       |                |            |  |             |             |     |             |
| BI-1-02-2030   | % DUF in 4 Business Days  |       |      |              |      |                       |                |            |  |             |             |     |             |
|  | "NA" - no activity "UD" - under development                             |       |      |              |      |                       |                |            |  |             |             |     |             |
| Totals   |   |       |      |              |      |                       |                |            |  |             |             |     |             |
| Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance. |   |       |      |              |      |                       |                |            |  |             |             |     |             |

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

**Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.**

**Verizon PA 271 Backslide Report**

| Verizon PA 171 Backslide Report             |  |    |      | DSL                |  | Month          |             |      |             |
|---|--|----|------|--------------------|--|----------------|-------------|------|-------------|
| Pre-Ordering                                |  | VZ | CLEC |                    |  | Diff.          | Perf. Score | Wgt. | Wgtd. Score |
| PO-1-06-                                    | Facility Available/Loop Qualification - EDI                        |    |      |                    |  |                |             |      |             |
| PO-1-06-                                    | Facility Available/Loop Qualification - WEBGUI                     |    |      |                    |  |                |             |      |             |
| PO-8-01-                                    | Avg. Response Time - Manual Loop Qualification                     |    |      |                    |  |                |             |      |             |
| PO-8-02-                                    | Avg. Response Time - Engineering Record Request                    |    |      |                    |  |                |             |      |             |
| OR  |  |    |      | Observations       |  |                |             |      |             |
| Ordering                                    |  |    |      | CLEC               |  |                |             |      |             |
| OR-1-04-                                    | % On Time LSRC/ASRC - no facilities check (E) - 2Wire Digital      |    |      |                    |  |                |             |      |             |
| OR-1-04-                                    | % On Time LSRC/ASRC - no facilities check (E) - 2Wire xDSL         |    |      |                    |  |                |             |      |             |
| OR-1-04-                                    | % On Time LSRC/ASRC - no facilities check (E) - Line Share         |    |      |                    |  |                |             |      |             |
| OR-1-06-                                    | % On Time LSRC/ASRC - facilities check (E) - 2Wire Digital         |    |      |                    |  |                |             |      |             |
| OR-1-06-                                    | % On Time LSRC/ASRC - facilities check (E) - 2Wire xDSL            |    |      |                    |  |                |             |      |             |
| OR-1-06-                                    | % On Time LSRC/ASRC - facilities check (E) - Line Share            |    |      |                    |  |                |             |      |             |
| OR-2-04-                                    | % On Time LSR/ASR Reject - no facilities check (E) - 2Wire Digital |    |      |                    |  |                |             |      |             |
| OR-2-04-                                    | % OT LSR/ASR Reject - no facilities check (E) - 2Wire xDSL         |    |      |                    |  |                |             |      |             |
| OR-2-04-                                    | % OT LSR/ASR Reject - no facilities check (E) - Line Share         |    |      |                    |  |                |             |      |             |
| OR-2-06-                                    | % On Time LSR/ASR Reject - facilities check (E) - 2Wire Digital    |    |      |                    |  |                |             |      |             |
| OR-2-06-                                    | % On Time LSR/ASR Reject - facilities check (E) - 2Wire xDSL       |    |      |                    |  |                |             |      |             |
| OR-2-06-                                    | % On Time LSR/ASR Reject - facilities check (E) - Line Share       |    |      |                    |  |                |             |      |             |
| PR  |  |    |      | VZ                 |  |                |             |      |             |
| Provisioning                                |  |    |      | Standard Deviation |  | Sampling Error | Stat. Score |      |             |
| PR-3-03-                                    | % Comp. w/in 3 Days (1-5 lines) Tot.- Line Share                   |    |      |                    |  |                |             |      |             |
| PR-3-03-                                    | % Comp. w/in 3 Days (1-5 lines) Tot.- Line Share                   |    |      |                    |  |                |             |      |             |
| PR-3-10-                                    | % Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL                   |    |      |                    |  |                |             |      |             |
| PR-4-02-                                    | Average Delay Days - Total - 2Wire Digital                         |    |      |                    |  |                |             |      |             |
| PR-4-02-                                    | Average Delay Days - Total - 2Wire xDSL                            |    |      |                    |  |                |             |      |             |
| PR-4-02-                                    | Average Delay Days - Total - Line Share                            |    |      |                    |  |                |             |      |             |
| PR-4-04-                                    | % Missed Appointment - Dispatch - 2Wire Digital                    |    |      |                    |  |                |             |      |             |
| PR-4-04-                                    | % Missed Appointment- Dispatch - 2 Wire xDSL                       |    |      |                    |  |                |             |      |             |
| PR-4-04-                                    | % Missed Appointment - Dispatch - DSL Line Share                   |    |      |                    |  |                |             |      |             |
| PR-4-05-                                    | % Missed Appt. - No Disp. - Line Share                             |    |      |                    |  |                |             |      |             |
| PR-6-01-                                    | % Installation Troubles w/in 30 Days - 2Wire Digital               |    |      |                    |  |                |             |      |             |
| PR-6-01-                                    | % Installation Troubles w/in 30 Days - 2Wire xDSL                  |    |      |                    |  |                |             |      |             |
| PR-6-01-                                    | % Installation Troubles w/in 30 Days - Line Share                  |    |      |                    |  |                |             |      |             |
| MR  |  |    |      |                    |  |                |             |      |             |
| Maintenance & Repair                        |  |    |      |                    |  |                |             |      |             |
| MR-2-02-                                    | Network Trouble Report Rate - Loop - 2Wire Digital                 |    |      |                    |  |                |             |      |             |
| MR-2-02-                                    | Network Trouble Report Rate - Loop - 2Wire xDSL                    |    |      |                    |  |                |             |      |             |
| MR-2-02-                                    | Network Trouble Report Rate - Loop - Line Share                    |    |      |                    |  |                |             |      |             |
| MR-2-03-                                    | Network Trouble Report Rate - CO - 2Wire Digital                   |    |      |                    |  |                |             |      |             |
| MR-2-03-                                    | Network Trouble Report Rate - CO - 2Wire xDSL                      |    |      |                    |  |                |             |      |             |
| MR-2-03-                                    | Network Trouble Report Rate - CO - Line Share                      |    |      |                    |  |                |             |      |             |
| MR-3-01-                                    | % Missed Repair Appt. - Loop - 2Wire Digital                       |    |      |                    |  |                |             |      |             |
| MR-3-01-                                    | % Missed Repair Appt. - Loop - 2Wire xDSL                          |    |      |                    |  |                |             |      |             |
| MR-3-01-                                    | % Missed Repair Appt. - Loop - Line Share                          |    |      |                    |  |                |             |      |             |
| MR-3-02-                                    | % Missed Repair Appt. - CO - 2Wire Digital                         |    |      |                    |  |                |             |      |             |
| MR-3-02-                                    | % Missed Repair Appt. - CO - 2Wire xDSL                            |    |      |                    |  |                |             |      |             |
| MR-3-02-                                    | % Missed Repair Appt. - CO - Line Share                            |    |      |                    |  |                |             |      |             |
| MR-4-02-                                    | Mean Time To Repair - Loop - 2Wire Digital                         |    |      |                    |  |                |             |      |             |
| MR-4-02-                                    | Mean Time To Repair - Loop - 2Wire xDSL                            |    |      |                    |  |                |             |      |             |
| MR-4-02-                                    | Mean Time To Repair - Loop - Line Share                            |    |      |                    |  |                |             |      |             |
| MR-4-03-                                    | Mean Time To Repair - CO - 2Wire Digital                           |    |      |                    |  |                |             |      |             |
| MR-4-03-                                    | Mean Time To Repair - CO - 2Wire xDSL                              |    |      |                    |  |                |             |      |             |
| MR-4-03-                                    | Mean Time To Repair - CO - Line Share                              |    |      |                    |  |                |             |      |             |
| MR-5-01-                                    | % Repeat Reports w/in 30 Days - 2Wire Digital                      |    |      |                    |  |                |             |      |             |
| MR-5-01-                                    | % Repeat Reports w/in 30 Days - 2Wire xDSL                         |    |      |                    |  |                |             |      |             |
| MR-5-01-                                    | % Repeat Reports w/in 30 Days - Line Share                         |    |      |                    |  |                |             |      |             |
| "NA" - no activity "UD" - under development |  |    |      |                    |  | Totals         |             |      |             |

**Verizon Pennsylvania**

Month

**271 Backslide Report****INTERCONNECTION (TRUNKS)**

| OR           | Ordering                                 | CLEC |    | Obs. | Observations |  |  |  | VZ        | Standard | Samplin | Stat. | Perf. | Wgt. | Wgtd. |
|--------------|--|------|----|------|--------------|--|--|--|-----------|----------|---------|-------|-------|------|-------|
|              |  |      |    |      |              |  |  |  | Deviation | g Error  | Score   | Score |       |      | Score |
| OR-1-12-5020 | % On Time Firm Order Confirmations       |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| OR-1-13-5020 | % On Time Design Layout Record           |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| OR-2-12-5000 | % On TimeTrunk ASR Reject                |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR           | Provisioning                             | VZ   | VZ | CLEC |              |  |  |  |           |          |         |       |       |      |       |
| PR-4-01-5000 | % Missed Appointment - VZ - Total        |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR-4-02-5000 | Average Delay Days - Total               |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR-4-07-3540 | % On Time Performance - LNP only         |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR-5-01-5000 | % Missed Appointment - Facilities        |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR-5-02-5000 | % Orders Held for Facilities > 15 Days   |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| PR-6-01-5000 | % Installation Troubles w/in 30 Days     |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| MR           | Maintenance & Repair                     |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| MR-4-01-5000 | Mean Time to Repair - Total              |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| MR-5-01-5000 | % Repeat Reports w/in 30 Days            |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| NP           | Network Performance                      |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| NP-1-03-5000 | # of Final Trunk Groups Blocked 2 months |      |    |      |              |  |  |  |           |          |         |       |       |      |       |
| NP-1-04-5000 | # of Final Trunk Groups Blocked 3 months |      |    |      |              |  |  |  |           |          |         |       |       |      |       |

**Collocation****Performance Report for Critical Measure # 12**

| NP           | Network Performance   | CLEC | Obs. | Wgt. |
|--------------|---|------|------|------|
| NP-2-01-2000 | % OT Response to Request for Physical Collocation - New     |      |      |      |
| NP-2-01-     | % OT Response to Request for Physical Collocation - Augment |      |      |      |
| NP-2-02-2000 | % OT Response to Request for Virtual Collocation - New      |      |      |      |
| NP-2-02-     | % OT Response to Request for Virtual Collocation - Augment  |      |      |      |
| NP-2-05-2000 | % On Time - Physical Location - New                         |      |      |      |
| NP-2-05-     | % On Time - Physical Location - Augment                     |      |      |      |
| NP-2-06-2000 | % On Time - Virtual Location - New                          |      |      |      |
| NP-2-06-     | % On Time - Virtual Location - Augment                      |      |      |      |
| NP-2-07-2000 | Average Delay Days - Physical - New                         |      |      |      |
| NP-2-07-     | Average Delay Days - Physical - Augment                     |      |      |      |
| NP-2-08-2000 | Average Delay Days - Virtual - New                          |      |      |      |
| NP-2-08-     | Average Delay Days - Virtual - Augment                      |      |      |      |

"NA" - no activity    "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

| Month                                      | Verizon Pennsylvania |  | Resale |    | UNE |    | Trunks |    | Collocation |    | DSL |    | Total |
|--|----------------------|--|--------|----|-----|----|--------|----|-------------|----|-----|----|-------|
|  |                      | CRITICAL MEASURES  | %      | \$ | %   | \$ | %      | \$ | %           | \$ | %   | \$ | \$    |
| PRE-ORDERING                               |                      |  |        |    |     |    |        |    |             |    |     |    |       |
| 1  | metric               | OSS Interface  |        |    |     |    |        |    |             |    |     |    |       |
|  | PO-1-01              | Customer Service Record - EDI                            | x      |    | x   |    |        |    |             |    |     |    |       |
|  | PO-1-01              | Customer Service Record - CORBA                          | x      |    | x   |    |        |    |             |    |     |    |       |
|  | PO-1-01              | Customer Service Record - WEB GUI                        | x      |    | x   |    |        |    |             |    |     |    |       |
|  | PO-1-06              | Facility Availability (Loop Qualification) - EDI         |        |    |     |    |        |    |             |    | x   |    |       |
|  | PO-1-06              | Facility Availability (Loop Qualification) - WEB GUI     |        |    |     |    |        |    |             |    | x   |    |       |
|  | PO-2-02              | OSS Interface Availability - Prime - EDI                 | x      |    | x   |    |        |    |             |    |     |    |       |
|  | PO-2-02              | OSS Interface Availability - Prime - CORBA               |        |    |     |    |        |    |             |    |     |    |       |
|  | PO-2-02              | OSS Interface Availability - Prime - WEB GUI             | x      |    | x   |    |        |    |             |    |     |    |       |
| ORDERING                                   |                      |  |        |    |     |    |        |    |             |    |     |    |       |
| 2  |                      | % On Time Ordering Notification                          |        |    |     |    |        |    |             |    |     |    |       |
|  | OR-1-02              | % On Time LSRC - Flow Through - POTS - 2hrs              | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-1-04              | % OT LSRC<10 Lines (Elec. No Flow Through)-POTS          | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-1-04              | % On Time LSRC <10 Lines (E) - 2Wire xDSL                |        |    |     |    |        |    |             |    | x   |    |       |
|  | OR-1-04              | % On Time LSRC <10 Lines (E) - DSL Line Share            |        |    |     |    |        |    |             |    | x   |    |       |
|  | OR-1-06              | % OT LSRC >=10 Lines (Electronic) - POTS                 | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-2-02              | % On Time LSR Reject - Flow Through - POTS               | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-2-04              | % OT LSR Rej <10 Lines (Elec. No Flow Through)-POTS      | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-2-04              | % OT LSRC Reject <10 Lines (E) - 2Wire xDSL              |        |    |     |    |        |    |             |    | x   |    |       |
|  | OR-2-04              | % OT LSRC Rej <10 Lines (E) - DSL Line Share             |        |    |     |    |        |    |             |    | x   |    |       |
|  | OR-2-06              | % On Time LSR Reject >= 10 Lines (Elec.) - POTS          | x      |    | x   |    |        |    |             |    |     |    |       |
|  | OR-4-09              | % SOP to Bill Completion Sent w/in 3 Bus. Days           | x      |    | x   |    |        |    |             |    |     |    |       |
| PROVISIONING                               |                      |  |        |    |     |    |        |    |             |    |     |    |       |
| 3  |                      | % Completed  |        |    |     |    |        |    |             |    |     |    |       |
|  | PR-3-03              | % Comp. w/in 3 Days (1-5 lines) Tot. - Line Share        |        |    |     |    |        |    |             |    | x   |    |       |
|  | PR-3-10              | % Comp. w/in 6 Days (1-5 lines) Tot. - 2Wire xDSL        |        |    |     |    |        |    |             |    | x   |    |       |
| 4a   | PR-4-01              | % Missed Appointment - VZ - Total - EEL                  |        |    |     |    |        |    |             |    |     |    |       |
| 4b   |                      | % Missed Appointment                                     |        |    |     |    |        |    |             |    |     |    |       |
|  | PR-4-01              | % Missed Appointment - VZ - Total - Specials             | x      |    | x   |    |        |    |             |    |     |    |       |
|  | PR-4-01              | % Missed Appointment - VZ - Total - Trunks               |        |    |     |    |        | x  |             |    |     |    |       |
|  | PR-4-02              | Average Delay Days - Total - 2Wire xDSL                  |        |    |     |    |        |    |             |    | x   |    |       |
|  | PR-4-02              | Average Delay Days - Total - DSL Line Share              |        |    |     |    |        |    |             |    | x   |    |       |
|  | PR-4-04              | % Missed Appointment - VZ - Total - Dispatch - POTS      | x      |    |     |    |        |    |             |    |     |    |       |
|  | PR-4-04              | % Missed Appt. - VZ - Total - Dispatch - New Loops       |        |    | x   |    |        |    |             |    |     |    |       |
|  | PR-4-04              | % Missed Appointment- Dispatch - 2Wire xDSL              |        |    |     |    |        |    |             |    | x   |    |       |
|  | PR-4-05              | % Missed Appt. - VZ - Total - No Dispatch - POTS         | x      |    |     |    |        |    |             |    |     |    |       |
|  | PR-4-05              | % Missed Appt. - No Disp. - DSL Line Share               |        |    |     |    |        |    |             |    | x   |    |       |
| 5  | PR-4-05              | % Missed Appt. - VZ - No Disp. - Platform                |        |    |     |    |        |    |             |    |     |    |       |
| 6  |                      | Hot Cut Performance                                      |        |    |     |    |        |    |             |    |     |    |       |
|  | PR-9-01              | % OT - Hot Cut (adj. for missed appts. due to late LSRC) |        |    | x   |    |        |    |             |    |     |    |       |
|  | PR-6-02              | % Troubles within 7 Days - Hot Cut                       |        |    | x   |    |        |    |             |    |     |    |       |
| 7  | PR-4-07              | % On Time Performance - UNE LNP                          |        |    |     |    |        |    |             |    |     |    |       |
| MAINTENANCE                                |                      |  |        |    |     |    |        |    |             |    |     |    |       |
| 8  |                      | Missed Repair Appts.                                     |        |    |     |    |        |    |             |    |     |    |       |
|  | MR-3-01              | % Missed Repair Appt. (Loop) - 2Wire xDSL                |        |    |     |    |        |    |             |    | x   |    |       |
|  | MR-3-01              | % Missed Repair Appt. (Loop) - DSL Line Share            |        |    |     |    |        |    |             |    | x   |    |       |
| 9  |                      | Mean Time To Repair                                      |        |    |     |    |        |    |             |    |     |    |       |
|  | MR-4-01              | Mean Time To Repair - Specials                           | x      |    | x   |    |        |    |             |    |     |    |       |
|  | MR-4-01              | Mean Time To Repair - Trunks                             |        |    |     |    |        | x  |             |    |     |    |       |
|  | MR-4-02              | Mean Time To Repair - Loop - 2Wire xDSL                  |        |    |     |    |        |    |             |    | x   |    |       |
|  | MR-4-02              | Mean Time To Repair - Loop - Line Share                  |        |    |     |    |        |    |             |    | x   |    |       |
|  | MR-4-02              | Mean Time To Repair - Loop Trouble                       | x      |    | x   |    |        |    |             |    |     |    |       |
|  | MR-4-03              | Mean Time To Repair - Central Office                     | x      |    | x   |    |        |    |             |    |     |    |       |
|  | MR-4-08              | % Out Of Service > 24 Hours - POTS                       | x      |    | x   |    |        |    |             |    |     |    |       |
| 10   |                      | % Repeat Reports within 30 Days                          |        |    |     |    |        |    |             |    |     |    |       |
|  | MR-5-01              | % Repeat Reports w/in 30 Days - POTS                     | x      |    | x   |    |        |    |             |    |     |    |       |
|  | MR-5-01              | % Repeat Reports w/in 30 Days - Specials                 | x      |    | x   |    |        |    |             |    |     |    |       |
|  | MR-5-01              | % Repeat Reports w/in 30 Days - Total - 2Wire xDSL       |        |    |     |    |        |    |             |    | x   |    |       |
|  | MR-5-01              | % Repeat Reports w/in 30 Days - Tot. - DSL Line Share    |        |    |     |    |        |    |             |    | x   |    |       |
| NETWORK PERFORMANCE                        |                      |  |        |    |     |    |        |    |             |    |     |    |       |
| 11   |                      | Final Trunk Groups Blocked                               |        |    |     |    |        |    |             |    |     |    |       |
|  | NP-1-03              | Blocked 2 months   |        |    |     |    |        | x  |             |    |     |    |       |
|  | NP-1-04              | Blocked 3 months   |        |    |     |    |        | x  |             |    |     |    |       |
| 12   |                      | Collocation  |        |    |     |    |        |    |             |    |     |    |       |
|  | NP-2-01/2            | % On Time Response to Request for Collocation            |        |    |     |    |        |    |             | x  |     |    |       |
|  | NP-2-05/6            | % On Time - Collocation                                  |        |    |     |    |        |    |             | x  |     |    |       |
|  | NP-2-07/8            | Average Delay Days                                       |        |    |     |    |        |    |             | x  |     |    |       |
| # of full share measures in category Total |                      |  |        |    |     |    |        |    |             |    |     |    |       |

Under the provisions of the Plan, all performance scores are subject to adjustment based on the next two month's performance.

## Verizon Pennsylvania

## Performance Assurance Plan

## Backslide Report

## Special Provision - UNE Ordering

Month

|              | % On Time   | Observations | Market Adj. |
|--------------|---|--------------|-------------|
| OR-1-04-3100 | % OT LSRC<10 Lines (Elec.-No Flow Through)-POTS     |              |             |
| OR-1-06-3320 | % On Time LSRC >=10 Lines (Electronic) - POTS       |              |             |
| OR-2-04-3320 | % OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS |              |             |
| OR-2-06-3320 | % On Time LSR Reject >= 10 Lines (Elec.) - POTS     |              |             |

Not enough \$\$'s in current month to fund market adjustment!! - check prior months

## Total Market Adj.\*

\* For allocation, any UNE Ordering market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - UNE Flow Through

| PR-5-01-3000 % Flow Through - Total - POTS & Specials |   |              |           | OR-5-03-3112 % Flow Through - Achieved - POTS & Specials |   |              |           |
|---|---|--------------|-----------|--|---|--------------|-----------|
| Month   | % | Observations |           | Month  | % | Observations |           |
|   |   | Gross #      | Flow-thru |  |   | Gross #      | Flow-thru |
| Month - 1   |   |              |           | Month - 1  |   |              |           |
| Month - 2   |   |              |           | Month - 2  |   |              |           |
| Month - 3   |   |              |           | Month - 3  |   |              |           |
| Overall   |   |              |           | Overall  |   |              |           |

## Market Adjustment \*

\* For allocation, any Flow Through market adjustment is combined with the MOE UNE market adjustment allocation.

## Special Provision - Hot Cut - Loop Performance

|              |   | % On Time<br>Current Mo. | Observations | % On Time<br>Prior Month | Observations |
|--------------|---|--------------------------|--------------|--------------------------|--------------|
| PR-9-01-3520 | % On Time Performance - Hot Cut                 |                          |              |                          |              |
|              |   |                          | %Troubles    | %Troubles Prior<br>Month |              |
| PR-6-02-3520 | % Installation Troubles within 7 days - Hot Cut |                          |              |                          |              |

Greater of - Tier I (2 mo) or Tier II (1mo)

Total

## Market Adjustment \*

\* For allocation purposes, any Hot Cut market adjustment is combined with the Critical measure market adjustment allocation.

## Special Provision - Electronic Data Interface Measures

|         |   |           |              |
|---------|---|-----------|--------------|
|         |   | % On Time | Observations |
| PO-9-01 | % Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days |           |              |
|         |   | % Reject  | Observations |
| OR-3-02 | % Resubmission Rejection  |           |              |
|         | Market Adjustment   |           |              |

|         | % On Time                                       | Observations | Market Adj. |
|---------|---|--------------|-------------|
| OR-4-09 | % SOP to Bill Completion within 3 Business Days |              |             |

## Total Market Adj.\*

\* For allocation, any EDI market adjustment is allocated to all CLEC's using the EDI interface based on the number of lines

Verizon Pennsylvania

Backslide Report

Month

## Change Control Assurance Plan

|         |  | % On Time                   | Observations      | Mrkt Adj. |
|---------|--|-----------------------------|-------------------|-----------|
| PO-4-01 | % Change Management Notices sent on Time<br>(type 3,4,5)                                   |                             |                   |           |
|         | * Cumulative number of delay days greater than 8 standard                                  | Delay Days*                 | Observations      |           |
| PO-4-03 | Change Management Notice Delay 8 plus Days<br>(type 1-5)                                   |                             |                   |           |
|         |  | % Test Deck<br>Wgt. Failure | Test Deck<br>Wgt. |           |
| PO-6-01 | % Software Validation  |                             |                   |           |
|         | * Cumulative number of delay hours greater than 48 hour standard                           | Delay Hours*                | Observations      |           |
| PO-7-04 | Delay Hours - Failed/Rejected Test Deck Transactions<br>Transactions failed, no workaround |                             |                   |           |

## Total Market Adjustment

Resale allocation

UNE allocation

# Verizon Pennsylvania

## PAP/CCAP Market Adjustment Summary

Month

For demonstration purposes, metrics have been failed to show financial results.

Weighted  
Score

Market  
Adjustment

### MODE OF ENTRY

Resale

Unbundled Network Elements

Trunks

Digital Subscriber Lines

Mode of Entry Total

### # CRITICAL MEASURES

- 1 OSS Interface
- 2 % On Time Ordering Notification
- 3 % Completed
- 4a % Missed Appointment - VZ - Total - EEL
- 4b % Missed Appointment
- 5 % Missed Appt. - VZ - No Disp.- Platform
- 6 Hot Cut Performance
- 7 % On Time Performance - UNE LNP
- 8 Missed Repair Appts.
- 9 Mean Time To Repair
- 10 % Repeat Reports within 30 Days
- 11 Final Trunk Groups Blocked
- 12 Collocation

Critical Measure Total

### SPECIAL PROVISIONS

UNE Ordering

UNE Flow Through (Quarterly)

UNE Hot Cut Loop

EDI Measures

Special Provision Total

### CHANGE CONTROL

Grand Total

Under the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.



| 271 Backside Market Adjustment Summary - CLEC A |                |                   |                           |                     |                            |                                    |  |
|---|----------------|-------------------|---------------------------|---------------------|----------------------------|------------------------------------|--|
| Month   |                |                   |                           |                     |                            |                                    |  |
| MODE OF ENTRY                                   | Weighted Score | Market Adjustment | Number of Units in Market | Market Adjust. Rate | Number of Units for CLEC A | Total Market Adjustment for CLEC A |  |
| Resale  |                |                   |                           |                     |                            |                                    |  |
| Unbundled Network Elements                      |                |                   |                           |                     |                            |                                    |  |
| Trunks  |                |                   |                           |                     |                            |                                    |  |
| DSL   |                |                   |                           |                     |                            |                                    |  |
| TOTAL MOE \$ to CLEC A                          |                |                   |                           |                     |                            | \$0                                |  |

| CRITICAL MEASURES / EDI Special Provision              |  |             |
|--|--|-------------|
| 1  | OSS Interface  | Resale      |
| 1  | OSS Interface  | UNE         |
| 1  | OSS Interface  | DSL         |
| 2  | % On Time LSRC - Flow Through - POTS - 2hrs              | Resale      |
| 2  | % OT LSRC<10 Lines (Elec.-No Flow Through)-POTS          | Resale      |
| 2  | % OT LSRC >=10 Lines (Electronic) - POTS                 | Resale      |
| 2  | % On Time LSR Reject - Flow Through - POTS               | Resale      |
| 2  | % OT LSR Rej <10 lines (Elec.-No Flow Through)-POTS      | Resale      |
| 2  | % On Time LSR Reject >= 10 Lines (Elec.) - POTS          | Resale      |
| 2  | % SOP to Bill Completion Sent w/in 3 Bus. Days           | Resale      |
| 2  | % On Time LSRC - Flow Through - POTS - 2hrs              | UNE         |
| 2  | % OT LSRC<10 Lines (Elec.-No Flow Through)-POTS          | UNE         |
| 2  | % OT LSRC >=10 Lines (Electronic) - POTS                 | UNE         |
| 2  | % On Time LSR Reject - Flow Through - POTS               | UNE         |
| 2  | % OT LSR Rej <10 lines (Elec.-No Flow Through)-POTS      | UNE         |
| 2  | % On Time LSR Reject >= 10 Lines (Elec.) - POTS          | UNE         |
| 2  | % SOP to Bill Completion Sent w/in 3 Bus. Days           | UNE         |
| 2  | % On Time LSRC <10 Lines (E) -2Wire xDSL                 | DSL         |
| 2  | % On Time LSRC <10 Lines (E) -DSL Line Share             | DSL         |
| 2  | % OT LSRC Reject <10 Lines (E) -2Wire xDSL               | DSL         |
| 2  | % OT LSRC Rej. <10 Lines (E) -DSL Line Share             | DSL         |
| 3  | % Comp. w/in 3 Days (1-5 lines) Tot. - Line Share        | DSL         |
| 3  | % Comp. w/in 6 Days (1-5 lines) Tot. - 2Wire xDSL        | DSL         |
| 4a   | % Missed Appointment - BA - Total - EEL                  | UNE         |
| 4b   | % Missed Appointment - BA - Total - Specials             | Resale      |
| 4b   | % Missed Appointment - BA - Total - Dispatch - POTS      | Resale      |
| 4b   | % Missed Appointment - BA - Total - No Dispatch - POTS   | Resale      |
| 4b   | % Missed Appointment - BA - Total - Specials             | UNE         |
| 4b   | % Missed Appointment - BA - Total - Dispatch - New Loops | UNE         |
| 4b   | % Missed Appointment - BA - Total - Trunks               | Trunks      |
| 4b   | Average Delay Days - Total - 2Wire xDSL                  | DSL         |
| 4b   | Average Delay Days - Total - DSL Line Share              | DSL         |
| 4b   | % Missed Appointment- Dispatch - 2Wire xDSL              | DSL         |
| 4b   | % Missed Appt. - No Disp. - DSL Line Share               | DSL         |
| 5  | % Missed Appointment - BA - No Dispatch - Platform       | UNE         |
| 6  | % On Time Performance / % Troubles Within 7 Days         | Hot Cut     |
| 7  | % On Time Performance - LNP                              | Trunks      |
| 8  | % Missed Repair Appt. (Loop) - 2Wire xDSL                | DSL         |
| 8  | % Missed Repair Appt. (Loop) - DSL Line Share            | DSL         |
| 9  | Mean Time to Repair - Specials                           | Resale      |
| 9  | Mean Time to Repair - Loop Trouble                       | Resale      |
| 9  | Mean Time to Repair - Central Office                     | Resale      |
| 9  | % Out of Service > 24 Hours - POTS                       | Resale      |
| 9  | Mean Time to Repair - Specials                           | UNE         |
| 9  | Mean Time to Repair - Loop Trouble                       | UNE         |
| 9  | Mean Time to Repair - Central Office                     | UNE         |
| 9  | % Out of Service > 24 Hours - POTS                       | UNE         |
| 9  | Mean Time to Repair - Trunks                             | Trunks      |
| 9  | Mean Time To Repair - Loop - 2Wire xDSL                  | DSL         |
| 9  | Mean Time To Repair - Loop - Line Share                  | DSL         |
| 10   | % Repeat Reports within 30 Days - POTS                   | Resale      |
| 10   | % Repeat Reports within 30 Days - Specials               | Resale      |
| 10   | % Repeat Reports within 30 Days - POTS                   | UNE         |
| 10   | % Repeat Reports within 30 Days - Specials               | UNE         |
| 10   | % Repeat Reports within 30 Days - 2Wire xDSL             | DSL         |
| 10   | % Repeat Reports within 30 Days - DSL Line Share         | DSL         |
| 11   | Final Trunk Group Blocked - 2 Months                     | Trunks      |
| 11   | Final Trunk Group Blocked - 3 Months                     | Trunks      |
| 12   | % On Time Response to Request for Collocation            | Collocation |
| 12   | % On Time - Collocation                                  | Collocation |
| 12   | Average Delay Days                                       | Collocation |
| Special Provision - Electronic Data Interface Measures |  |             |

tical Measure / EDI Special Provision \$ to CLEC A

\$0

# **APPENDIX H**

**July, 2001**

**APPENDIX H****Page 1****Special Provisions****UNE Ordering Performance Measures:**

Verizon PA will provide an additional \$1,248,333 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of \$312,083 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

| Metric # | POTS Electronically Submitted | Threshold |
|----------|-------------------------------|-----------|
| OR-1-04  | % On Time LSRC < 10 Lines     | < 90%     |
| OR-1-06  | % On Time LSRC ≥ 10 Lines     | < 90%     |
| OR-2-04  | % On Time Reject < 10 Lines   | < 90%     |
| OR-2-06  | % On Time Reject ≥ 10 Lines   | < 90%     |

**Flow Through:**

An additional \$6.24 million per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

| Metric # |                                 | Threshold                                     |
|----------|---------------------------------|---|
| OR-5-01  | % Flow Through – Total – UNE    | 1 <sup>st</sup> quarter: ≥ 70%                |
|          |                                 | 2 <sup>nd</sup> quarter: ≥ 71%                |
|          |                                 | 3 <sup>rd</sup> quarter: ≥ 73%                |
|          |                                 | 4 <sup>th</sup> quarter: ≥ 76%                |
|          |                                 | 5 <sup>th</sup> quarter: ≥ 78%                |
|          |                                 | 6 <sup>th</sup> and following quarters: ≥ 80% |
| OR-5-03  | % Flow Through – Achieved – UNE | 1 <sup>st</sup> quarter: ≥ 86%                |
|          |                                 | 2 <sup>nd</sup> quarter: ≥ 88%                |
|          |                                 | 3 <sup>rd</sup> quarter: ≥ 89%                |
|          |                                 | 4 <sup>th</sup> quarter: ≥ 91%                |
|          |                                 | 5 <sup>th</sup> quarter: ≥ 93%                |

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|  |  |
|--|--|
|  | 6 <sup>th</sup> and following<br>quarters: ≥ 95% |
|--|--|

For each measure, the UNE scores will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then \$1.56 million will be credited to all CLECs purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, and EEL Loops. Performance will be measured for the first time under this measure upon Verizon PA's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance using the standard for the 6<sup>th</sup> and following months:

**Quarterly Flow Through Performance:**

|   | Month 1 | Month 2 | Month 3 | Quarter<br>Total |
|---|---------|---------|---------|------------------|
| <b>Total Orders that Flow Through<br/>UNE</b>           | 15000   | 18000   | 17000   | 50000            |
| <b>Total Orders Processed<br/>UNE</b>                   | 25000   | 21000   | 22000   | 68000            |
| <b>Total % Flow Through - UNE for Quarter:</b>          |         |         |         | 73.5%            |
| <b>Total Orders that Flow Through<br/>UNE</b>           | 15000   | 18000   | 17000   | 50000            |
| <b>Total Orders Designed to Flow Through:<br/>UNE</b>   | 18000   | 19000   | 18000   | 55000            |
| <b>Total % Achieved Flow Through – UNE for Quarter:</b> |         |         |         | 90.9%            |

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In this example, neither metric met the performance threshold, therefore, \$1.56 million would have been credited to all CLECs purchasing UNEs.

**Additional Hot Cut Loop Performance Measures:**

An additional \$14.98 million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01– “% On-Time Hot Cut Loop” and PR-6-02 – “% Installation Troubles within 7 Days – Hot Cut Loop.”<sup>1</sup> If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month’s performance. The performance thresholds are contained in the table below:

| Metric # |  | Tier I Threshold | Tier II |
|----------|--|------------------|---------|
| PR-9-01  | % On Time Hot Cut Loop <sup>2</sup>                  | < 90%            | < 85%   |
| PR-6-02  | % Installation Troubles within 7 Days – Hot Cut Loop | ≥ 3.00%          | ≥ 4.00% |

Under Tier I, if Verizon PA does not satisfy the above standards for two consecutive months, it will distribute \$624,167 to the affected CLECs. Under Tier II, if Verizon PA does not satisfy the above standards for a single month, it will distribute \$1,248,333 to the affected CLECs. Below is an example of how this measure would work.

**Example:**

<sup>1</sup> These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon PA does not satisfy that Critical Measure.

<sup>2</sup> % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

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| Metric # |   | Performance<br>For Month 1 | Performance<br>for Month 2 | Performance<br>for Month 3 | Performance<br>for Month 4 |
|----------|---|----------------------------|----------------------------|----------------------------|----------------------------|
| PR-4-06  | % On Time Hot Cut Loop                                  | 84%                        | 91%                        | 91%                        | 91%                        |
| PR-6-01  | % Installation Troubles within<br>7 Days – Hot Cut Loop | 2%                         | 3.5%                       | 2%                         | 3.5%                       |
|          | Credit for the Month                                    | \$624,167                  | \$1,248,333                | \$0                        | \$0                        |

In month 1, Verizon PA did not satisfy the more stringent requirements of Tier II and \$1,248,333 in bill credits would be due.

In month 2, Verizon PA satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon PA failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon PA.)

In month 3 both the Tier I and II standards were met, Verizon PA would owe nothing.

In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon PA to fail these performance standards two months in a row. Verizon PA service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

### **ELECTRONIC DATA INTERFACE MEASURES**

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon PA's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional \$11.24 million per annum in bill credits is available for these three measures.

#### **A. % Missing Notifier Trouble Ticket PONS cleared within 4 Business Days**

Verizon PA will provide an addition \$624,444 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 4 Business Days." If performance falls below 90% for any month on this measure, or more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon PA's request are rejected as duplicates, a credit of \$624,444 will be allocated

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**Page 5**

to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures not contained in the Carrier to Carrier Guidelines (2/15/01 version) are attached. The measures and standards are as follows:

| Measure # |   | Threshold |
|-----------|---|-----------|
| PO-9-01   | % Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days | < 90%     |
| OR-3-02   | % Resubmission Rejection  | > 5%      |

**B. % SOP To Bill Completion Notice Sent Within 3 Business Days**

Verizon PA will provide an additional \$312,222 in bill credits each month for a new measure “% SOP to Bill Completion Notice Sent Within 3 Business Days.” A copy of the measure is attached. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. The metric and standard is are follows:

| Measure # |   | Threshold |
|-----------|---|-----------|
| OR-4-09   | % SOP to Bill Completion Within 4 Business Days | < 90%     |

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**Page 6**

### **PO-9 Timeliness of Trouble Ticket Resolution**

The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

- The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.
- Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

### **90% threshold for Special Provisions**

|   |   |  |   |
|---|---|--|---|
| Company: <ul style="list-style-type: none"><li>CLEC aggregate</li></ul> |   | Geography: <ul style="list-style-type: none"><li>State</li></ul> |   |
| Products  | <ul style="list-style-type: none"><li>EDI Notifier Trouble Tickets</li></ul>                                    |  |   |
|   |   |  |   |
| PO-9-01   | % Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days   |  |   |
| Calculation   | Numerator   |  | Denominator   |
|   | Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt. |  | Total number of EDI missing notifier trouble ticket PONS submitted. |



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|  |  |  |
|--|--|--|
| <b>OR-4 Timeliness of Completion Notification</b>  |  |  |
| <b>Resale &amp; UNE combined:</b><br><b>Completion Notification Response Time:</b><br>The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification. |  |  |
| <ul style="list-style-type: none"> <li>• VZ Test Orders</li> <li>• When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.</li> <li>• From OR-4-09; Complex Resale Orders</li> </ul>  |  |  |
| OR-4-09: 90% threshold for Special Provision.  |  |  |
| Company: <ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> </ul>   |  | Geography: <ul style="list-style-type: none"> <li>• State</li> </ul> |
| <b>OR-4-09</b>   | <b>% SOP to Bill Completion Within 3 Business Days</b>   |  |
| <b>Products</b>  | <ul style="list-style-type: none"> <li>• EDI Orders</li> </ul>   |  |
| <b>Calculation</b>   | <b>Numerator</b>   | <b>Denominator</b>   |
|  | Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion. | Number of SOP Completed Orders during the report period.             |